

Alabama Centralized Email



August 17, 2004

Password Q & A

Q. Why do we need multiple Passwords for logging on to our PC, Domain, E-Mail, Mainframe, etc?

A. Currently, multiple passwords are necessary to maintain the required level of security. In the future, the State of Alabama Hosted E-Mail system may provide a solution.

Q. Is there a way to minimize the number of passwords required?

A. We are looking into a single sign on or Password synchronization solution.

Q. Why is it necessary to continually change my password for the State of Alabama Hosted e-Mail system?

A. Since the State E-Mail system can be accessed from anywhere in the world via the Internet, it is necessary to have increased security measures in place. Changing passwords on a regular basis is only part of the Password Policy aimed at ensuring the security of our system.

Q. Do I have to call my Manager or Department Head for assistance in changing my password?

A. Managers are the busiest people in any department. According to national statistics, for every level of management, there is a one hour increase in the time you will wait for a resolution. The higher you go, the longer you wait. Therefore, if your agency has an IT staff, please follow their policy for password change requests. If you do not have an IT agency, visit www.webmail.alabama.gov/contacts.aspx, send us a request with contact information and we will assist you immediately.

Q. What is the State of Alabama Hosted Email system Password Policy?

A. The Current ACE Hosted E-Mail Password Policy requirements are as follows:

1. Change of E-mail passwords will be required every 90 days.
2. E-mail passwords require a minimum length of 8 characters.
3. E-mail passwords are remembered by the system for 12 passwords. (You will not be able to use the same password twice within 12 changes.)
4. Complex passwords will be required.

Q. What is a complex Password?

A. A complex password must meet all of the following requirements:

1. Passwords cannot contain the users' name or any part of it. (Please do not try to use part of your user name or Logon name, or part of your previous password)
2. Passwords must be at least 8 characters in length.
3. Passwords must contain characters from 3 of the following categories.
 - a. Uppercase English letters, (A to Z)
 - b. Lowercase English letters, (a to z)
 - c. Number 0 to 9
 - d. Non-alphanumeric characters, (!, @, #, \$, etc.)

Q. Can I just add a character to my current password?

A. No, new passwords need to be unique.

Q. How do I know when to change my password?

A. It depends, examples of possible prompts are:

- a). If you use Web mail (www.webmail.alabama.gov), then you will be prompted and given a warning when it is time to change your password.
- b). If you logon to AL domain, then you will get a warning message.
- c). In some other situations, you will not be prompted to change your password.

Q. If I do not get a prompt, warning, or message, how do I change my Password?

A. If you are an Outlook user, you will suddenly be prompted to type your password. Then, it will ask you to type it again and again. To correct the problem, visit <http://www.webmail.alabama.gov> and follow the prompts to Change your Password. When you have changed you password, try to logon to Outlook with your New Password.

Q. What if I cannot logon with my new Password?

A. Make sure you have satisfied all the requirements of the Password Policy. If you still have trouble, contact your organization's IT staff, or visit <http://www.webmail.alabama.gov/contact.aspx> and send your request.

Q. Where is the easiest place to change my password?

A. Go to www.webmail.alabama.gov, the change password link is on the right side of your screen, immediately below the two logon boxes.

Q. What if my password has already expired?

A. Visit <http://www.webmail.alabama.gov/contact.aspx>, provide your information, and our staff will contact you immediately.

Q. How do I change my Password using the Website?

A. Visit <http://www.webmail.alabama.gov/faq.aspx> , and follow the step by step instructions.

Q. How do I change my Password in Outlook?

A. Although it may be possible to change your password in Outlook, methods can be different depending on the individual PC. Therefore, we recommend that you use Web based solution. Visit <http://www.webmail.alabama.gov/faq.aspx> , and follow the instructions.